

EFFECTIVE

February 1, 2019.

Subject(s)

1. Application Procedures.
2. Energy Services.
3. Burials.
4. Payments.

**1) Application
Procedures****ERM 103**

Note regarding the DHS-0170, Appointment Notice, has been added back to policy.

Reason: Clarification.

2) Energy Services**ERM 301**

State Emergency Relief (SER) may be used to assist a household who is enrolled in the shut-off protection plan (SPP) as long as all other eligibility requirements are met.

"Provider's electronic interface data, located on the PDF of an online application." has been removed as a verification of required payments since the interface no longer gathers or displays the information on the PDF.

The following language has been removed from the 'Accessing Client Account Information' section of policy as a result of changes to the ISD interface with Consumers Energy, DTE and SEMCO: "In addition, if the past due, shutoff or restore service amount is verified on the self-service application, this can also be used in lieu of an actual bill." The interface with energy providers no longer contain this information.

Reason: Update.

3) Burials

Added a missing bullet to the list of person "Who May Apply" for burial assistance.

Reason: Formatting correction.

4) Payments**ERM 401**

Reference to BAM 435, Provider Management, has been added to policy.

Reason: Clarification.

**MANUAL
MAINTENANCE
INSTRUCTIONS**

Changed Items ...

[ERM 103](#)

[ERM 301](#)

[ERM 306](#)

[ERM 401](#)